

CALIFORNIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from California Consumers = 90,706



Fraud Complaints from California Consumers = 46,867

Top Fraud Complaint Categories for California Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	11,942	25%
2	Shop-at-Home/Catalog Sales	6,383	14%
3	Internet Services and Computer Complaints	4,630	10%
4	Foreign Money Offers	4,453	10%
5	Prizes/Sweepstakes and Lotteries	3,509	7%

¹Percentages are based on the total number of fraud complaints from California consumers (46,867).

Amount Paid Reported by California Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
46,867	\$53,412,587	36,698	78%	\$1,455

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by California consumers (36,698). Two consumers reported an amount paid of \$1 million or more (\$1 and \$1.6 million).

Top California Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Los Angeles	2,651
San Diego	1,984
San Francisco	1,648
San Jose	1,387
Sacramento	1,089



IDENTITY THEFT
Data Clearinghouse



Identity Theft Complaints from California Victims = 43,839

Identity Theft Types Reported by California Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	11,923	27%
2	Bank Fraud ²	8,133	19%
3	Phone or Utilities Fraud	7,833	18%
4	Employment-Related Fraud	6,588	15%
5	Government Documents or Benefits Fraud	3,796	9%
6	Loan Fraud	2,264	5%
	Other	9,903	23%
	Attempted Identity Theft	2,578	6%

¹Percentages are based on the 43,839 victims reporting from California. Percentages add to more than 100 because approximately 20% of victims from California reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top California Identity Theft Victim Locations

Victim City	No. of Victims
Los Angeles	3,655
San Diego	1,582
San Francisco	1,155
Sacramento	944
San Jose	848